

Notice of References Cited		Application/Control No. 09/943,708	Applicant(s)/Patent Under Reexamination FRAZIER ET AL.	
		Examiner James H. Zurita	Art Unit 3625	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Identifying the information requirements to deliver quality service," Berkley, Blair J, Gupta, Amit. International Journal of Service Industry Management. Bradford: 1995. Vol. 6, Iss. 5; pg. 16, 20 pgs, downloaded from ProQuest on the Internet on 21 January 2008.
	V	
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.